

# Exhibit

2

**PRINT****WEEKLY TRACKING - QTR VIEW****As of MARCH 31, 2013****CLOSE**

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST I

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH				2013Q1							
	2012Q1		2012Q2		2012Q3		2012Q4		JAN13		FEB13		MAR13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN								
<i>Paid Recoveries *</i>																
<i>Inventory (#)</i>	256	242	281	339	347		372		381		367		367		367	
<i>Recoveries (#)</i>	10	11	8	13	15	15	18	14	11	14	15	15	15	14	14	
<i>0-12 Mos</i>	8	6	6	9	11	11	11	10	6	10	9	10	9	10	10	
<i>13-24 Mos</i>	1	3	1	3	3	2	5	2	2	2	3	3	3	2	2	
<i>25-36 Mos</i>	1	1	0	2	1	1	1	1	1	1	1	1	1	1	1	
<i>37-60 Mos</i>	1		1		0		0		0		0		0		0	
<i>61-120 Mos</i>					0		0		0		0		0		0	
<i>121 + Mos</i>					0		0		0		0		0		0	
<i>Recovery - Total</i>	10	11	8	13	15	15	18	14	11	14	15	15	15	14	14	
<i>Recoveries / Day</i>	0	1	0	1	1	1	1	1	1	1	1	1	1	1	1	
<i>Actual to Plan %</i>	118.3%	126.5%	78.1%	86.7%	101.9%	100.0%	130.4%	100.0%	77.5%	100.0%	103.0%	100.0%	103.0%	100.0%	100.0%	
<i>Paid Reopens **</i>																
<i># Reopen</i>	0	1	1	1	2	1	1	2	1	1	1	1	1	1	1	
<i>Rate %</i>	3.2%	12.1%	16.7%	10.0%	13.3%	8.2%	7.8%	18.2%	8.4%	9.1%	9.1%	8.1%	9.1%	8.1%		
<i>LAR - Current</i>																
<i># Decisions</i>	23	20	35	39	56	36	35	49	45	51	45	45	45	45	45	
<i># Approvals</i>	19	16	30	33	54	30	29	40	39	42	41	41	41	37	37	
<i>LAR - Total %</i>	82.4%	83.1%	85.6%	85.3%	96.4%	82.5%	82.9%	82.5%	86.7%	82.5%	89.7%	82.5%	89.7%	82.5%		

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

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KNUTH-MS-WKLYTRACKINGIDI-000001

**PRINT****WEEKLY TRACKING - QTR VIEW****As of MARCH 31, 2013****CLOSE**

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH								2013Q1			
	2012Q1		2012Q2		2012Q3		2012Q4		JAN13		FEB13		MAR13		QTD	QTR
	QTR		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN								
	ACTUAL	PLAN														
<b>Paid Recoveries *</b>																
<b>Inventory (#)</b>	36,060	35,872	35,794	35,524	35,433			35,379			35,356				35,389	
<b>Recoveries (#)</b>	337	319	310	300	284	295	314	269	301	282	300	282	300	282	300	282
<b>0-12 Mos</b>	233	214	213	203	212	202	230	185	218	192	220	193	218	192	220	193
<b>13-24 Mos</b>	53	60	55	55	32	49	39	45	46	48	39	47	46	48	39	47
<b>25-36 Mos</b>	23	16	18	16	16	19	13	17	10	18	13	18	13	18	13	18
<b>37-60 Mos</b>	15	18	10	14	13	13	14	11	12	12	12	12	12	12	12	12
<b>61-120 Mos</b>	7	6	7	7	6	7	10	7	9	7	8	7	8	7	8	7
<b>121 + Mos</b>	6	5	6	3	5	5	8	5	6	5	6	5	6	5	6	5
<b>Recovery - Total</b>	337	319	310	300	284	295	314	269	301	282	300	282	300	282	300	282
<b>Recoveries / Day</b>	16	15	15	15	13	13	16	13	14	13	14	13	14	13	14	13
<b>Actual to Plan %</b>	104.7%	102.2%	102.2%	104.4%	96.3%	100.0%	117.2%	100.0%	106.7%	100.0%	106.4%	100.0%	106.4%	100.0%	106.4%	100.0%
<b>Paid Reopens **</b>																
<b># Reopen</b>	49	38	26	42	43	39	34	35	31	36	36	37	36	37	36	37
<b>Rate %</b>	14.4%	11.9%	8.5%	14.1%	15.1%	13.1%	10.8%	12.9%	10.3%	12.9%	12.0%	13.0%	12.0%	13.0%	12.0%	13.0%
<b>LAR - Current</b>																
<b># Decisions</b>	711	715	709	635	735	650	661	666	683	682	693	666	682	693	666	666
<b># Approvals</b>	582	594	574	518	627	537	561	550	558	563	582	550	563	582	550	550
<b>LAR - Total %</b>	81.9%	83.0%	81.0%	81.7%	85.3%	82.5%	84.9%	82.5%	81.7%	82.5%	84.0%	82.5%	84.0%	82.5%	84.0%	82.5%

\* Paid Recoveries are those open at the BOM, with payment prior to end of month.

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

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KNUTH-MS-WKLYTRACKINGIDI-000002

**PRINT****WEEKLY TRACKING - QTR VIEW****As of MARCH 31, 2014****CLOSE**

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST I

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH				2014Q1							
	2013Q1		2013Q2		2013Q3		2013Q4		JAN14		FEB14		MAR14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	
<i>Paid Recoveries *</i>																
<i>Inventory (#)</i>	367	395	411	380	339			400		410				383		
<i>Recoveries (#)</i>	15	14	13	12	15	14		6	15	16	15	12	12	14		
<i>0-12 Mos</i>	9	10	8	9	11	10		5	10	8	10	8	10	10		
<i>13-24 Mos</i>	3	4	2	2	2	3			3	3	3	2	2	3		
<i>25-36 Mos</i>	1			0		1			1	3	1	1	1	1		
<i>37-60 Mos</i>	1		1	0		1			1	2	0	1	1	1		
<i>61-120 Mos</i>	0		1	0	2	0			0		0	1	0	0		
<i>121 + Mos</i>					0	1		0	0		0	0	0	0		
<i>Recovery - Total</i>	15	14	13	12	15	14		6	15	16	15	12	12	14		
<i>Recoveries / Day</i>	1	1	1	1	1	1		0	1	1	1	1	1	1		
<i>Actual to Plan %</i>	103.0%	92.2%	88.5%	96.2%	110.9%	100.0%		41.2%	100.0%	107.9%	100.0%	86.2%	100.0%			
<i>Paid Reopens **</i>																
<i># Reopen</i>	1	2	1	1		1		1	1	6	1	2	1			
<i>Rate %</i>	9.1%	11.9%	7.5%	5.4%		8.4%		16.7%	7.2%	37.5%	7.6%	18.9%	7.7%			
<i>LAR - Current</i>																
<i># Decisions</i>	45	37	40	28	34	30		37	29	40	34	37	31			
<i># Approvals</i>	41	32	35	25	31	25		34	24	37	28	34	25			
<i>LAR - Total %</i>	89.7%	85.7%	88.2%	88.1%	91.2%	83.0%		91.9%	83.0%	92.5%	83.0%	91.9%	83.0%			

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

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KNUTH-MS-WKLYTRACKINGIDI-000003

**PRINT****WEEKLY TRACKING - QTR VIEW****As of MARCH 31, 2014****CLOSE**

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH				2014Q1							
	2013Q1		2013Q2		2013Q3		2013Q4		JAN14		FEB14		MAR14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	
<i>Paid Recoveries *</i>																
<i>Inventory (#)</i>	35,389	35,206	34,988	34,845	34,721			34,688		34,726				34,712		
<i>Recoveries (#)</i>	300	291	288	292	269	293		269	268	329	291	289		284		
<i>0-12 Mos</i>	220	202	207	206	200	203		182	186	236	206	206		198		
<i>13-24 Mos</i>	39	45	40	46	39	49		51	46	60	46	50		47		
<i>25-36 Mos</i>	13	17	18	16	9	16		11	14	21	16	14		15		
<i>37-60 Mos</i>	13	11	12	10	5	13		11	10	6	11	7		11		
<i>61-120 Mos</i>	8	9	7	7	4	7		8	7	2	7	5		7		
<i>121 + Mos</i>	6	6	4	8	12	5		6	5	4	5	7		5		
<i>Recovery - Total</i>	300	291	288	292	269	293		269	268	329	291	289		284		
<i>Recoveries / Day</i>	14	14	14	14	12	13		13	13	16	14	14		14		
<i>Actual to Plan %</i>	106.4%	101.6%	101.0%	105.0%	92.0%	100.0%		100.8%	100.0%	113.0%	100.0%	102.0%		100.0%		
<i>Paid Reopens **</i>																
<i># Reopen</i>	36	41	33	36	40	36		41	32	50	33	44		34		
<i>Rate %</i>	12.0%	14.2%	11.3%	12.2%	14.9%	12.2%		15.2%	12.0%	15.2%	11.5%	15.1%		11.9%		
<i>LAR - Current</i>																
<i># Decisions</i>	693	627	664	628	703	647		658	638	660	644	674		643		
<i># Approvals</i>	582	521	555	537	601	537		563	530	548	534	571		534		
<i>LAR - Total %</i>	84.0%	83.1%	83.6%	85.4%	85.5%	83.0%		85.6%	83.0%	83.0%	83.0%	84.7%		83.0%		

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open

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KNUTH-MS-WKLYTRACKINGIDI-000004

**PRINT****WEEKLY TRACKING - QTR VIEW**

As of JUNE 30, 2013

**CLOSE**

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST I

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH				2013Q2							
	2012Q2		2012Q3		2012Q4		2013Q1		APR13		MAY13		JUN13		QTD	QTR
	QTR		ACTUAL		ACTUAL		ACTUAL		ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#
<b>Paid Recoveries *</b>																
<b>Inventory (#)</b>	242	281	339	367		391			391			403			395	
<b>Recoveries (#)</b>	11	8	13	15		15			15			12			14	
<b>0-12 Mos</b>	6	6	9	9		11			10			7			10	
<b>13-24 Mos</b>	3	1	3	3		4			3			8			4	
<b>25-36 Mos</b>	1	0	2	1					1			1			1	
<b>37-60 Mos</b>		1		1					1			1			1	
<b>61-120 Mos</b>	1			0					0			0			0	
<b>121+ Mos</b>									0			0			0	
<b>Recovery - Total</b>	11	8	13	15		15			15			12			14	
<b>Recoveries / Day</b>	1	0	1	1		1			1			1			1	
<b>Actual to Plan %</b>	126.5%	78.1%	86.7%	103.0%		102.2%			100.0%			96.9%			100.0%	
<b>Paid Reopens **</b>																
<b># Reopen</b>	1	1	1	1		4			1			1			2	
<b>Rate %</b>	12.1%	16.7%	10.0%	9.1%		26.7%			8.4%			7.9%			11.9%	
<b>LAR - Current</b>																
<b># Decisions</b>	20	35	39	45		33			49			44			42	
<b># Approvals</b>	16	30	33	41		30			41			34			32	
<b>LAR - Total %</b>	83.1%	85.6%	85.3%	89.7%		90.9%			82.5%			77.3%			82.5%	

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

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KNUTH-MS-WKLYTRACKINGIDI-000005

**PRINT****WEEKLY TRACKING - QTR VIEW**

As of JUNE 30, 2013

CLOSE

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

Click to Sort Dates

**MONTHLY AVERAGES**

Data	QTR				MONTH							
	2012Q2		2012Q3		2012Q4		2013Q1		2013Q2			
	QTR				APR13		MAY13		JUN13		QTD	
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
<i>Inventory (#)</i>	35,872	35,794	35,524	35,389	35,352		35,210		35,055		35,206	
<i>Recoveries (#)</i>	319	310	300	300	312	294	289	296	272	270	291	287
<i>0-12 Mos</i>	214	213	203	220	221	202	204	203	182	187	202	197
<i>13-24 Mos</i>	60	55	55	39	44	48	47	50	45	44	45	47
<i>25-36 Mos</i>	16	18	16	13	17	19	19	19	15	17	17	18
<i>37-60 Mos</i>	18	10	14	13	10	12	13	12	11	11	11	12
<i>61-120 Mos</i>	6	7	7	8	11	7	2	7	15	7	9	7
<i>121 + Mos</i>	5	6	3	6	9	5	4	5	4	5	6	5
<i>Recovery - Total</i>	319	310	300	300	312	294	289	296	272	270	291	287
<i>Recoveries / Day</i>	15	15	15	14	14	13	13	13	14	14	14	13
<i>Actual to Plan %</i>	102.2%	102.2%	104.4%	106.4%	106.5%	100.0%	97.9%	100.0%	100.7%	100.0%	101.6%	100.0%
<i>Paid Reopens **</i>												
<i># Reopen</i>	38	26	42	36	35	38	59	37	30	33	41	36
<i>Rate %</i>	11.9%	8.5%	14.1%	12.0%	11.2%	12.8%	20.4%	12.6%	11.0%	12.4%	14.2%	12.6%
<i>LAR - Current</i>												
<i># Decisions</i>	715	709	635	693	729	706	588	694	564	670	627	690
<i># Approvals</i>	594	574	518	582	616	582	481	572	467	552	521	569
<i>LAR - Total %</i>	83.0%	81.0%	81.7%	84.0%	84.5%	82.5%	81.8%	82.5%	82.8%	82.5%	83.1%	82.5%

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KNUTH-MS-WKLYTRACKINGIDI-000006

**PRINT****WEEKLY TRACKING - QTR VIEW**

As of JUNE 30, 2014

**CLOSE**

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH				2014Q2							
	2013Q2		2013Q3		2013Q4		2014Q1		APR14		MAY14		JUN14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	
<b>Paid Recoveries *</b>																
<b>Inventory (#)</b>	395	411	380	383	379			381		365				375		
<b>Recoveries (#)</b>	14	13	12	12	12	14	14	16	15	8	14	12	12	12	14	
<b>0-12 Mos</b>	10	8	9	8	10	9	12	11	6	10	9	10	9	10	10	
<b>13-24 Mos</b>	4	2	2	2	1	3	1	3	2	1	1	1	1	1	3	
<b>25-36 Mos</b>			0	1	1		1	2	1		1	1	1	1	1	
<b>37-60 Mos</b>		1	0	1		1	1	0		1		1	0	1	1	
<b>61-120 Mos</b>		1	0	1		0		0		0		0		0	0	
<b>121 + Mos</b>				0		0		0							0	
<b>Recovery - Total</b>	14	13	12	12	12	14	14	16	15	8	14	12	12	12	14	
<b>Recoveries / Day</b>	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	
<b>Actual to Plan %</b>	92.2%	88.5%	96.2%	86.2%	85.3%	100.0%	104.0%	100.0%	58.2%	100.0%	83.4%	100.0%				
<b>Paid Reopens **</b>																
<b># Reopen</b>	2	1	1	2		1	5	1	2	1	2	1	2	1	1	
<b>Rate %</b>	11.9%	7.5%	5.4%	18.9%		8.7%	31.3%	7.8%	25.0%	8.7%	19.4%	19.4%	8.4%			
<b>LAR - Current</b>																
<b># Decisions</b>	37	40	28	37	42	41	44	44	34	46	40	40	44			
<b># Approvals</b>	32	35	25	34	38	34	39	37	29	38	35	35	36			
<b>LAR - Total %</b>	85.7%	88.2%	88.1%	91.9%	90.5%	83.0%	88.6%	83.0%	85.3%	83.0%	88.3%	88.3%	83.0%			

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open

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KNUTH-MS-WKLYTRACKINGIDI-000007

**PRINT****WEEKLY TRACKING - QTR VIEW**

As of JUNE 30, 2014

**CLOSE**

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR		MONTH		2014Q2												QTR	
	2013Q2		2013Q3		2013Q4		2014Q1		APR14		MAY14		JUN14		QTD		QTR	
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>																		
<i>  Inventory (#)</i>	35,206	34,988	34,845	34,712	34,610			34,573		34,535							34,573	
<i>  Recoveries (#)</i>	291	288	292	289	280	293	320	278	271	270	290	280						
0-12 Mos	202	207	206	206	187	204	234	194	199	184	207	194						
13-24 Mos	45	40	46	50	44	50	50	46	43	47	46	48						
25-36 Mos	17	18	16	14	19	15	12	15	11	16	14	15						
37-60 Mos	11	12	10	7	18	11	13	11	7	11	13	11						
61-120 Mos	9	7	7	5	9	7	9	7	5	7	5	7				8	7	
121 + Mos	6	4	8	7	3	5	2	5	6	5	4	5						
<i>  Recovery - Total</i>	291	288	292	289	280	293	320	278	271	270	290	280						
<i>  Recoveries / Day</i>	14	14	14	14	13	13	15	13	13	13	14	13						
<i>  Actual to Plan %</i>	101.8%	101.2%	105.2%	102.1%	95.8%	100.0%	115.5%	100.0%	100.5%	100.0%	103.8%	100.0%						
<i>Paid Reopens **</i>																		
# Reopen	41	33	36	44	41	35	45	34	28	33	38	34						
Rate %	14.2%	11.3%	12.2%	15.1%	14.6%	11.9%	14.1%	12.1%	10.3%	12.4%	13.1%	12.1%						
<i>LAR - Current</i>																		
# Decisions	627	664	628	674	628	690	678	664	646	671	651	675						
# Approvals	521	555	537	571	537	572	579	551	540	557	552	560						
<i>LAR - Total %</i>	83.1%	83.6%	85.4%	84.7%	85.5%	83.0%	85.4%	83.0%	83.6%	83.0%	84.8%	83.0%						

\* Paid Recoveries are those open at the BOM, with payment prior to end of month.

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

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**PRINT****WEEKLY TRACKING - QTR VIEW**

As of SEPTEMBER 30, 2013

**CLOSE**

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH				2013Q3							
	2012Q3		2012Q4		2013Q1		2013Q2		JUL13		AUG13		SEP13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	
<i>Paid Recoveries *</i>																
<i>Inventory (#)</i>	281	339	367	395	409			414		410				411		
<i>Recoveries (#)</i>	8	13	15	14	10	14		15	15	15	16	13	13	15		
<i>0-12 Mos</i>	6	9	9	10	1	10		13	11	11	11	8	8	11		
<i>13-24 Mos</i>	1	3	3	4	4	3		2	2	1	2	2	2	2		
<i>25-36 Mos</i>	0	2	1			1		1		1		1	1	1		
<i>37-60 Mos</i>	1		1		4	1		1		1		1	1	1		
<i>61-120 Mos</i>			0		1	0		0		3	1	1	1	0		
<i>121 + Mos</i>					0	0		0		0		0	0	0		
<i>Recovery - Total</i>	8	13	15	14	10	14		15	15	15	16	13	13	15		
<i>Recoveries / Day</i>	0	1	1	1	0	1		1	1	1	1	1	1	1		
<i>Actual to Plan %</i>	78.1%	86.7%	103.0%	92.2%	70.5%	100.0%		98.3%	100.0%	95.2%	100.0%	88.5%	100.0%			
<i>Paid Reopens **</i>																
<i># Reopen</i>	1	1	1	2	1	1		1	2	1	1	1	1	1		
<i>Rate %</i>	16.7%	10.0%	9.1%	11.9%	10.0%	8.6%		7.6%	13.3%	6.2%	7.5%	7.5%	7.4%			
<i>LAR - Current</i>																
<i># Decisions</i>	35	39	45	37	42	39		53	41	24	46	40	42			
<i># Approvals</i>	30	33	41	32	36	32		45	34	24	38	35	35			
<i>LAR - Total %</i>	85.6%	85.3%	89.7%	85.7%	85.7%	82.5%		84.9%	82.5%	100.0%	82.5%	88.2%	82.5%			

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open

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KNUTH-MS-WKLYTRACKINGIDI-000009

**PRINT****WEEKLY TRACKING - QTR VIEW**

As of SEPTEMBER 30, 2013

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PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

Click to Sort Dates

**MONTHLY AVERAGES**

Data	QTR				MONTH				2013Q3							
	2012Q3		2012Q4		2013Q1		2013Q2		JUL13		AUG13		SEP13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	
<i>Paid Recoveries *</i>																
<i>Inventory (#)</i>	35,794	35,524	35,389	35,206	35,023			35,023		34,917				34,988		
<i>Recoveries (#)</i>	310	300	300	291	257	290	299	296	309	272	288	288	286		286	
<i>0-12 Mos</i>	213	203	220	202	173	198	232	206	217	191	207	207	199		199	
<i>13-24 Mos</i>	55	55	39	45	38	48	36	47	47	42	40	40	46		46	
<i>25-36 Mos</i>	18	16	13	17	22	19	15	18	17	16	18	18	17		17	
<i>37-60 Mos</i>	10	14	13	11	15	12	9	12	11	11	12	12	12		12	
<i>61-120 Mos</i>	7	7	8	9	3	7	6	7	12	7	7	7	7		7	
<i>121 + Mos</i>	6	3	6	6	6	5	1	5	5	5	4	4	5		5	
<i>Recovery - Total</i>	310	300	300	291	257	290	299	296	309	272	288	288	286		286	
<i>Recoveries / Day</i>	15	15	14	14	12	13	14	13	15	14	14	14	14		13	
<i>Actual to Plan %</i>	102.2%	104.4%	106.4%	101.6%	88.9%	100.0%	101.2%	100.0%	113.7%	100.0%	101.0%	101.0%	100.0%			
<i>Paid Reopens **</i>																
<i># Reopen</i>	26	42	36	41	32	36	32	36	34	32	33	33	35		35	
<i>Rate %</i>	8.5%	14.1%	12.0%	14.2%	12.5%	12.6%	10.7%	12.2%	11.0%	11.9%	11.3%	11.3%	12.2%			
<i>LAR - Current</i>																
<i># Decisions</i>	709	635	693	627	668	633	684	613	639	651	664	664	632			
<i># Approvals</i>	574	518	582	521	564	522	576	506	524	537	555	555	522			
<i>LAR - Total %</i>	81.0%	81.7%	84.0%	83.1%	84.4%	82.5%	84.2%	82.5%	82.0%	82.5%	83.6%	83.6%	82.5%			

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

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**PRINT****WEEKLY TRACKING - QTR VIEW**

As of SEPTEMBER 30, 2014

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PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH				2014Q3							
	2013Q3		2013Q4		2014Q1		2014Q2		JUL14		AUG14		SEP14		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	
<i>Paid Recoveries *</i>																
<i>Inventory (#)</i>	411	380	383	375	384			359		285				343		
<i>Recoveries (#)</i>	13	12	12	12	17	16	8	14	16	10	14	16	10	14	13	
<i>0-12 Mos</i>	8	9	8	9	15	11	5	9	14	6	11	9	6	11	9	
<i>13-24 Mos</i>	2	2	2	1	1	3	1	3	1	3	1	1	1	1	3	
<i>25-36 Mos</i>	0	1	1	1	1	1	0	1	1	1	1	1	1	1	1	
<i>37-60 Mos</i>	1	0	1	0	0	0	0	1	1	1	1	1	1	0	1	
<i>61-120 Mos</i>	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
<i>121 + Mos</i>		0													0	
<i>Recovery - Total</i>	13	12	12	12	17	16	8	14	16	10	14	16	10	14	13	
<i>Recoveries / Day</i>	1	1	1	1	1	1	0	1	1	0	1	1	0	1	1	
<i>Actual to Plan %</i>	88.5%	96.2%	86.2%	83.4%	107.9%	100.0%	58.1%	100.0%	156.7%	100.0%	103.2%	100.0%				
<i>Paid Reopens **</i>																
<i># Reopen</i>	1	1	2	2	2	1	1	1	1	1	1	1	1	1	1	
<i>Rate %</i>	7.5%	5.4%	18.9%	19.4%	11.8%	7.9%	12.5%	8.7%	6.3%	11.9%	9.8%	9.2%				
<i>LAR - Current</i>																
<i># Decisions</i>	40	28	37	40	41	43	16	43	32	32	30	39				
<i># Approvals</i>	35	25	34	35	36	36	13	35	29	27	26	33				
<i>LAR - Total %</i>	88.2%	88.1%	91.9%	88.3%	87.8%	83.0%	81.3%	83.0%	90.6%	83.0%	87.6%	83.0%				

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

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**PRINT****WEEKLY TRACKING - QTR VIEW**

As of SEPTEMBER 30, 2014

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PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH							
	2013Q3		2013Q4		2014Q1		2014Q2		2014Q3			
	QTR		JUL14		AUG14		SEP14		QTD		QTR	
Data	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN
<i>Paid Recoveries *</i>												
<i>Inventory (#)</i>	34,988	34,845	34,712	34,573	34,523		34,453		34,381		34,452	
<i>Recoveries (#)</i>	288	292	289	290	309	284	278	270	282	255	290	269
<i>0-12 Mos</i>	207	206	206	207	220	197	213	187	198	172	210	185
<i>13-24 Mos</i>	40	46	50	46	52	46	19	44	54	45	42	45
<i>25-36 Mos</i>	18	16	14	14	19	16	13	16	12	15	15	16
<i>37-60 Mos</i>	12	10	7	13	8	11	12	11	7	11	9	11
<i>61-120 Mos</i>	7	7	5	8	8	7	14	7	5	7	9	7
<i>121 + Mos</i>	4	8	7	4	2	5	7	5	6	5	5	5
<i>Recovery - Total</i>	288	292	289	290	309	284	278	270	282	255	290	269
<i>Recoveries / Day</i>	14	14	14	14	14	13	13	13	13	12	14	13
<i>Actual to Plan %</i>	101.2%	105.2%	102.1%	103.8%	109.3%	100.0%	103.2%	100.0%	110.6%	100.0%	107.6%	100.0%
<i>Paid Reopens **</i>												
<i># Reopen</i>	33	36	44	38	40	35	27	34	61	34	43	34
<i>Rate %</i>	11.3%	12.2%	15.1%	13.1%	12.9%	12.4%	9.7%	12.4%	21.6%	13.2%	14.7%	12.7%
<i>LAR - Current</i>												
<i># Decisions</i>	664	628	674	651	626	668	650	670	624	658	633	666
<i># Approvals</i>	555	537	571	552	542	555	550	556	539	546	544	552
<i>LAR - Total %</i>	83.6%	85.4%	84.7%	84.8%	86.6%	83.0%	84.6%	83.0%	86.4%	83.0%	85.8%	83.0%

\* Paid Recoveries are those open at the BOM, with payment prior to end of month.

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

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**PRINT****WEEKLY TRACKING - QTR VIEW**

As of DECEMBER 31, 2013

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PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST I

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**MONTHLY AVERAGES**

Data	QTR				MONTH				2013Q4							
	2012Q4		2013Q1		2013Q2		2013Q3		OCT13		NOV13		DEC13		QTD	QTR
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	
<i>Paid Recoveries *</i>																
<i>Inventory (#)</i>	339	367	395	411	409			376		356				380		
<i>Recoveries (#)</i>	13	15	14	13	10	15		11	11	16	12	12	12	13		
<i>0-12 Mos</i>	9	9	10	8	7	11		9	7	11	8	9	9	9		
<i>13-24 Mos</i>	3	3	4	2	3	3		1	2	3	2	2	2	2		
<i>25-36 Mos</i>	2	1				1		1	1	1	1	0	0	1		
<i>37-60 Mos</i>		1		1		1		0	0	1	0	0	0	0		
<i>61-120 Mos</i>		0		1		1		0	0	0	0	0	0	0		
<i>121 + Mos</i>						0		0								
<i>Recovery - Total</i>	13	15	14	13	10	15		11	11	16	12	12	12	13		
<i>Recoveries / Day</i>	1	1	1	1	0	1		1	1	1	1	1	1	1		
<i>Actual to Plan %</i>	86.7%	103.0%	92.2%	88.5%	65.2%	100.0%		98.5%	100.0%	134.0%	100.0%	96.2%	100.0%			
<i>Paid Reopens **</i>																
<i># Reopen</i>	1	1	2	1	1			1	1	1	1	1	1	1		
<i>Rate %</i>	10.0%	9.1%	11.9%	7.5%		7.8%		9.1%	8.6%	6.3%	8.5%	5.4%	8.3%			
<i>LAR - Current</i>																
<i># Decisions</i>	39	45	37	40	37	42		23	42	24	32	28	39			
<i># Approvals</i>	33	41	32	35	34	35		21	34	19	26	25	32			
<i>LAR - Total %</i>	85.3%	89.7%	85.7%	88.2%	91.9%	82.5%		91.3%	82.5%	79.2%	82.5%	88.1%	82.5%			

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

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**PRINT****WEEKLY TRACKING - QTR VIEW**

As of DECEMBER 31, 2013

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PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

**Click to Sort Dates****MONTHLY AVERAGES**

Data	QTR				MONTH				2013Q4					
	2012Q4		2013Q1	2013Q2	2013Q3	OCT13		NOV13		DEC13		QTD	QTR	
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	
<b>Paid Recoveries *</b>														
<i>Inventory (#)</i>	35,524	35,389	35,206	34,988	34,929			34,836		34,771		34,845		
<i>Recoveries (#)</i>	300	300	291	288	291	317	287	254	299	265	292	279		
<i>0-12 Mos</i>	203	220	202	207	207	221	185	174	226	181	206	192		
<i>13-24 Mos</i>	55	39	45	40	42	50	51	43	44	46	46	46		
<i>25-36 Mos</i>	16	13	17	18	13	19	22	15	14	15	16	16		
<i>37-60 Mos</i>	14	13	11	12	16	13	6	11	7	12	10	12		
<i>61-120 Mos</i>	7	8	9	7	3	8	13	6	5	7	7	7		
<i>121 + Mos</i>	3	6	6	4	10	6	10	5	3	5	8	5		
<i>Recovery - Total</i>	300	300	291	288	291	317	287	254	299	265	292	279		
<i>Recoveries / Day</i>	15	14	14	14	13	14	15	13	15	13	14	13		
<i>Actual to Plan %</i>	104.4%	106.4%	101.6%	101.0%	91.9%	100.0%	113.3%	100.0%	112.7%	100.0%	105.0%	100.0%		
<b>Paid Reopens **</b>														
<i># Reopen</i>	42	36	41	33	43	39	27	32	37	33	36	34		
<i>Rate %</i>	14.1%	12.0%	14.2%	11.3%	14.8%	12.1%	9.4%	12.5%	12.4%	12.5%	12.2%	12.3%		
<b>LAR - Current</b>														
<i># Decisions</i>	635	693	627	664	760	674	614	697	511	686	628	686		
<i># Approvals</i>	518	582	521	555	623	556	550	575	437	566	537	566		
<i>LAR - Total %</i>	81.7%	84.0%	83.1%	83.6%	82.0%	82.5%	89.6%	82.5%	85.5%	82.5%	85.4%	82.5%		

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open

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**PRINT****WEEKLY TRACKING - QTR VIEW**

As of DECEMBER 31, 2014

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PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	SOUTHWEST 1

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**MONTHLY AVERAGES**

Data	QTR				MONTH				2014Q4				QTD	QTR	
	2013Q4		2014Q1	2014Q2	2014Q3	OCT14		NOV14		DEC14					
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN		
<i>Paid Recoveries *</i>															
<i>Inventory (#)</i>	380	383	375	343	272			244		211		242			
<i>Recoveries (#)</i>	12	12	12	14	22	12		11	8	7	8	13	9		
<i>0-12 Mos</i>	9	8	9	11	13	7		7	4	3	4	8	5		
<i>13-24 Mos</i>	2	2	1	1	6	3		3	2	2	2	4	2		
<i>25-36 Mos</i>	0	1	1	1	3	1		1	1	1	1	1	1		
<i>37-60 Mos</i>	0	1	0	0	0	0		0	0	0	0	0	0		
<i>61-120 Mos</i>	0	1	0	0	0	0		0	0	0	0	0	0		
<i>121 + Mos</i>	0	0			0	0		0	0	0	0	0	0		
<i>Recovery - Total</i>	12	12	12	14	22	12		11	8	7	8	13	9		
<i>Recoveries / Day</i>	1	1	1	1	1	1		1	0	0	0	1	0		
<i>Actual to Plan %</i>	96.2%	86.2%	83.4%	103.2%	183.9%	100.0%		140.8%	100.0%	91.5%	100.0%	145.9%	100.0%		
<i>Paid Reopens **</i>															
<i># Reopen</i>	1	2	2	1	1	1		1	1	3	1	2	1		
<i>Rate %</i>	5.4%	18.9%	19.4%	9.8%	4.5%	12.0%		9.1%	14.7%	42.9%	16.9%	12.5%	14.1%		
<i>LAR - Current</i>															
<i># Decisions</i>	28	37	40	30	23	31		19	26	27	28	23	28		
<i># Approvals</i>	25	34	35	26	23	26		17	22	23	23	21	24		
<i>LAR - Total %</i>	88.1%	91.9%	88.3%	87.6%	100.0%	83.0%		89.5%	83.0%	85.2%	83.0%	91.3%	83.0%		

\* Paid Recoveries are those open at the BOM, with payment prior to end of month.

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open.

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KNUTH-MS-WKLYTRACKINGIDI-000015

**PRINT****WEEKLY TRACKING - QTR VIEW**

As of DECEMBER 31, 2014

[CLOSE](#)

PRODUCT	(All)
SITE	(All)
REGION	(All)
TEAM	(All)
GROUP	(All)

[Click to Sort Dates](#)**MONTHLY AVERAGES**

Data	QTR				MONTH				2014Q4				QTD	QTR		
	2013Q4		2014Q1		2014Q2		2014Q3		OCT14		NOV14		DEC14			
	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN			
<b>Paid Recoveries *</b>																
<b>Inventory (#)</b>	34,845	34,712	34,573	34,452	34,337			34,210		34,234			34,260			
<b>Recoveries (#)</b>	292	289	290	290	266	290		203	216	228	246	232	250			
<b>0-12 Mos</b>	206	206	207	210	173	193		134	144	134	161	147	166			
<b>13-24 Mos</b>	46	50	46	42	42	52		32	39	56	46	43	46			
<b>25-36 Mos</b>	16	14	14	15	29	18		16	14	13	16	19	16			
<b>37-60 Mos</b>	10	7	13	9	6	12		8	10	14	11	9	11			
<b>61-120 Mos</b>	7	5	8	9	8	8		10	6	4	7	7	7			
<b>121 + Mos</b>	8	7	4	5	8	6		3	3	7	5	6	5			
<b>Recovery - Total</b>	292	289	290	290	266	290		203	216	228	246	232	250			
<b>Recoveries / Day</b>	14	14	14	14	12	13		11	12	11	12	11	12			
<b>Actual to Plan %</b>	105.2%	102.1%	103.8%	107.6%	92.1%	100.0%		94.1%	100.0%	92.7%	100.0%	92.8%	100.0%			
<b>Paid Reopens **</b>																
<b># Reopen</b>	36	44	38	43	33	38		25	30	32	34	30	34			
<b>Rate %</b>	12.2%	15.1%	13.1%	14.7%	12.4%	13.3%		12.3%	13.7%	14.0%	13.7%	12.9%	13.6%			
<b>LAR - Current</b>																
<b># Decisions</b>	628	674	651	633	632	657		512	665	600	615	581	646			
<b># Approvals</b>	537	571	552	544	561	546		425	552	485	511	490	536			
<b>LAR - Total %</b>	85.4%	84.7%	84.8%	85.8%	88.8%	83.0%		83.0%	83.0%	80.8%	83.0%	84.3%	83.0%			

\* Paid Recoveries are those open at the BOM, with payment prior to end of month

\*\* Paid Reopens are claims which have received first payment prior to current month, reopen in the month and remain open

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KNUTH-MS-WKLYTRACKINGIDI-000016